

PERMITTING SERVICES

PROGRAM:

Casework Management

PROGRAM ELEMENT:

Special Exception Inspections

PROGRAM MISSION:

To inspect all special exception uses according to the schedule^a agreed to by the Department of Permitting Services and the Board of Appeals in order to ensure compliance with the conditions set by the Board of Appeals when the special exception was issued

COMMUNITY OUTCOMES SUPPORTED:

- Maintain the health, safety, morals, comfort, and welfare of citizens
- Preserve the residential character of neighborhoods

PROGRAM MEASURES

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Outcomes/Results:						
Percentage of special exceptions inspected that were found to be in compliance	40	24	30	40	38	40
Percentage of special exceptions inspected that were recommended to be abandoned ^b	10	31	15	20	22	30
Number of special exception violations corrected	NA	24	35	40	7	30
Service Quality:						
Average number of days to resolve a special exception complaint	7	18	5	10	6	30
Percentage of high impact uses inspected (goal = 100%) ^a	NA	30	30	50	55	60
Percentage of moderate impact uses inspected (goal = 50%) ^a	NA	20	25	40	31	50
Percentage of low impact uses inspected (goal = 33%) ^a	NA	50	20	30	28	40
Efficiency:						
Average cost per inspection (\$)	265	309	220	221	206	220
Average cost per special exception holder (\$)	NA	88	88	^d 101	^d 111	^d 110
Average number of special exception inspections per inspector	314	272	667	400	420	475
Workload/Outputs:						
Number of special exception complaints received	17	28	10	15	10	14
Number of special exception inspections completed	377	544	1,335	800	840	950
Number of high impact special exceptions	NA	156	196	425	555	500
Number of moderate impact special exceptions	NA	187	163	250	490	250
Number of low impact special exceptions	NA	48	130	125	224	200
Inputs:						
Expenditures (\$000)	100	168	166	177	173	179
Workyears	1.2	^c 1.25	2.0	2.0	2.0	2.0

Notes:

^aHigh impact uses are supposed to be inspected annually; moderate impact uses are to be inspected every two years; and low impact uses are to be inspected every three years.

^bA special exception is deemed abandoned when the use for which the special exception was approved ceases for a period of six months. When this occurs, the special exception is revoked.

^cAdditional staff were hired in March, 2002.

^dA 2.8% increase in the fee for Special Exceptions has been approved.

EXPLANATION:

A special exception to the Zoning Ordinance is the authorization of a specific land use by the County Board of Appeals that would not usually be appropriate without some restriction. Such an exception requires a finding that certain conditions exist, that the use is consistent with the applicable master plan, and that it is compatible with the existing neighborhood. The Department of Permitting Services is required to perform regular inspections of these special exception uses. Special exceptions are classified into three categories depending on the impact that they have on the neighborhood. Those uses deemed to have a high impact are inspected annually, those of medium impact are inspected once every two years, and those with a low impact are inspected once every three years. These inspections are done automatically, according to a schedule. In addition, unscheduled inspections may be made in response to a complaint from a citizen.

Each inspection results in a finding that the special exception is in compliance, in violation, or should be abandoned. If the special exception is found to be in violation and the violation is not corrected, the Department of Permitting Services will recommend to the Board of Appeals that the special exception be abandoned (revoked).

Although the Department of Permitting Services has always had responsibility for conducting special exception inspections, in FY99 those responsibilities were focused on a single employee. The FY02 budget included funds for additional staff to allow the Department to inspect more special exceptions and to develop an accurate inventory of existing special exceptions. These enhancements allow the Department to more effectively monitor special exception uses to ensure that such exceptions continue to operate within the conditions set forth by the Board of Appeals and, thus, preserve the character of the neighborhood.

PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Montgomery County Board of Appeals.

MAJOR RELATED PLANS AND GUIDELINES: Montgomery County Zoning Ordinance, as amended.

PERMITTING SERVICES

PROGRAM:

Land Development

PROGRAM ELEMENT:

Land Development Plan Approvals

PROGRAM MISSION:

To provide timely and accurate plan approval services for new development and redevelopment by ensuring compliance with development and construction standards to protect land and water resources, meet public health standards, and provide a safe and efficient public roadway system

COMMUNITY OUTCOMES SUPPORTED:

- Protection and enhancement of the environment
- Safe and maintainable roads
- Attractive communities
- Protection of public health in rural areas

PROGRAM MEASURES
Outcomes/Results:
Service Quality:

Average time to complete plan reviews (weeks):

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Sediment Control	3.0	2.8	2.8	3.0	2.8	3.0
Stormwater Concepts	3.4	3.0	3.0	3.0	2.6	3.0
Floodplain Permits/Studies	4.0	4.0	4.0	4.0	4.0	4.0
Public Right of Way	3.3	3.0	3.0	3.2	3.0	3.0
Well and Septic Permits	2.2	2.2	2.0	2.0	1.5	2.0

Efficiency:

Cost per plan approval (\$):

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Sediment Control	NA	505	504	697	754	777
Stormwater Concepts	NA	2,111	1,835	2,488	2,511	2,800
Floodplain Permits/Studies	NA	1,741	1,579	2,078	2,078	2,420
Public Right of Way	NA	416	423	596	602	609
Well and Septic Permits	NA	441	517	593	708	640

Workload/Outputs:

Number of plans approved:

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Sediment Control	903	832	977	980	906	980
Stormwater Concepts	156	164	216	220	218	220
Floodplain Permits/Studies	87	69	81	80	80	80
Public Right of Way	2,417	2,337	2,281	2,200	2,177	2,200
Well and Septic Permits	761	736	716	820	651	750
Total	4,324	4,138	4,271	4,300	4,032	4,230

Inputs:

Expenditures (\$000)

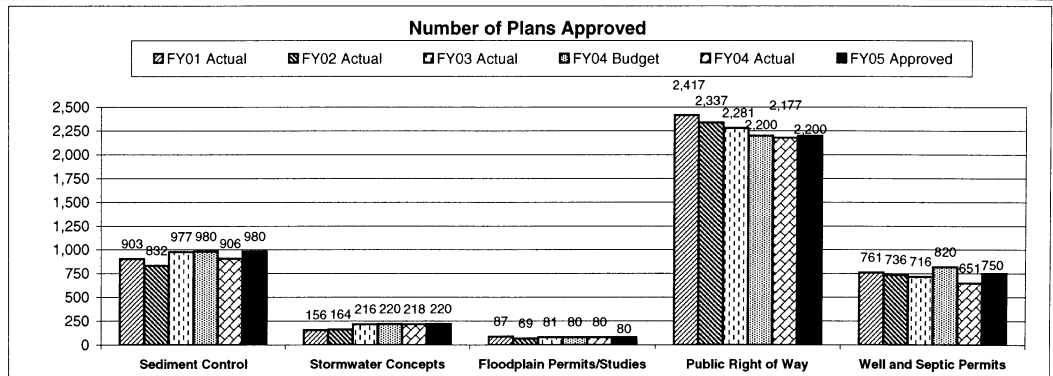
	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Sediment Control	NA	420.1	492.1	682.7	682.7	761.2
Stormwater Concepts	NA	346.2	396.4	547.3	547.3	615.9
Floodplain Permits/Studies	NA	120.1	127.9	166.2	166.2	193.6
Public Right of Way	NA	972.4	965.4	1,310.6	1,310.6	1,340.3
Well and Septic Permits	NA	324.5	369.9	485.9	461.2	479.9
Total	NA	2,183.3	2,351.7	3,192.7	3,168.0	3,390.9

Workyears:

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Sediment Control	8.0	7.5	7.9	8.4	8.4	8.5
Stormwater Concepts	6.0	5.8	6.3	6.3	6.3	6.3
Floodplain Permits/Studies	3.0	1.8	1.8	1.8	1.8	1.8
Public Right of Way	14.4	15.4	14.5	14.7	14.7	14.0
Well and Septic Permits	4.6	4.9	5.2	5.3	5.2	5.4
Total	36.0	35.4	35.7	36.5	36.4	36.0

Notes:
EXPLANATION:

The number of Public Right of Way plans is expected to remain stable in FY04 and FY05. The number of Stormwater Concept plans increased in FY03 due to changes in the County Code. Well and Septic Permits fluctuate with the amount of land that is subdivided in the outer areas of the County, which can vary from year to year. The incidence of other types of plans is expected to remain fairly stable in FY04 and FY05. Indeed, the total number of land development plans actually approved between FY01 and FY04 has exhibited a variation of less than 4%.



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Department of Environmental Protection, Department of Public Works and Transportation, Department of Health and Human Services, Maryland-National Capital Park and Planning Commission, Washington Suburban Sanitary Commission.

MAJOR RELATED PLANS AND GUIDELINES: Department of Permitting Services Automation Strategic Plan, Department of Permitting Services Departmental Reorganization Initiative.

PERMITTING SERVICES

PROGRAM:

Land Development

PROGRAM ELEMENT:

Sediment Control Enforcement

PROGRAM MISSION:

To provide sediment control inspections for development sites in Montgomery County to ensure compliance with State and local construction and environmental laws and regulations

COMMUNITY OUTCOMES SUPPORTED:

- Protection of the environment and County streams
- Provision of safe and maintainable roads and storm drains
- Provision of attractive communities

PROGRAM MEASURES

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Outcomes/Results:						
Number of notices of violation issued	1,113	1,166	844	1,030	1,211	1,030
Number of stop work orders issued	115	94	82	105	110	105
Amount of fines collected (\$000)	31	53	71	35	91	35
Service Quality:						
Average inspection frequency (weeks)	4.2	2.2	2.0	2.8	2.3	2.1
Efficiency:						
Average number of inspections per inspector	1,071	1,014	954	1,202	1,294	1,290
Average number of inspections per inspector per day	5.0	4.7	4.4	5.6	6.0	6.0
Workload/Outputs:						
Number of inspections performed	11,776	12,167	12,885	18,025	19,406	19,350
Number of sediment control permits issued	950	832	977	980	906	980
Inputs:						
Expenditures (\$000)	526	716	763	933	992	1,082
Workyears (inspectors)	11.0	12.0	^a 13.5	15.0	15.0	15.0

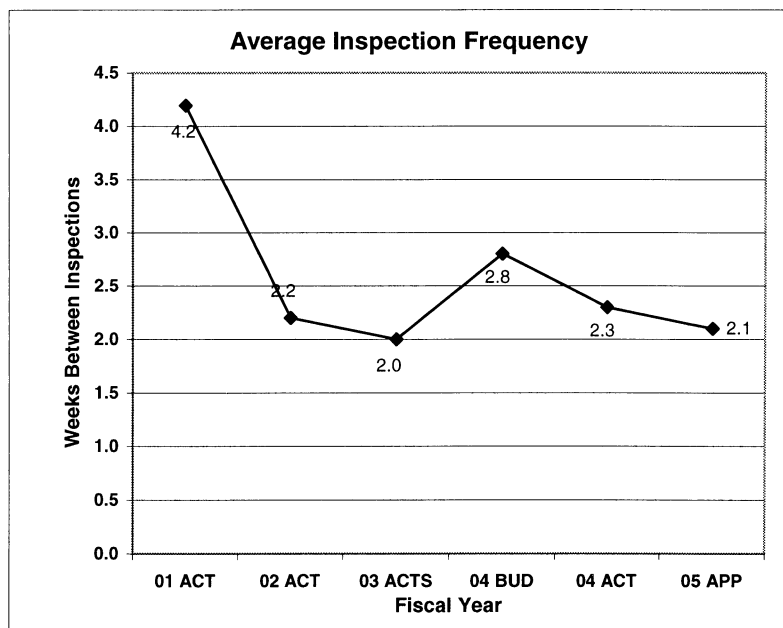
Notes:

^aOne inspector was hired on June 2, 2003, and another inspector was hired July 28, 2003.

EXPLANATION:

Maryland law requires that the County be responsible for inspection and enforcement of the erosion and sediment control program to "Ensure that every active site having a designed erosion and sediment control plan is inspected for compliance with the approved plan on the average of once every 2 weeks." Prior to FY02, the Department of Permitting Services (DPS) was unable to meet the requirement for a two-week inspection frequency: on average, all sites were visited approximately every four weeks.

The Department increased the number of sediment control inspectors in order to comply with the Maryland Department of the Environment's two-week inspection frequency requirement. All of the sediment control inspector positions, and all staff were fully trained and functional by mid-FY04.



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Department of Environmental Protection, Department of Public Works and Transportation.

MAJOR RELATED PLANS AND GUIDELINES: Annotated Code of Maryland, Maryland Department of the Environment Sediment Control Triennial Review, Sediment Control Task Force Committee.